



National Open University of Nigeria

SOP Title	Directorate of Physical Development Works & Services (DPDW&S)
SOP No:	NQSA/SOP/IGM/005
Owner:	National Open University of Nigeria (NOUN)
Approved By:	The University Senate
Manager/Driver:	Directorate of Physical Development Works & Services (DPDW&S)
Date of Approval:	
Date of Next Review:	The date will be 3 years from the date of approval (to be inserted after approval)

Purpose

To highlight procedures for achieving efficiency in service delivery

Directorate of Physical Development Works & Services (DPDW&S) Activities

1. Facility Management
2. Maintenance Works
3. Monitoring and Maintenance of Electrical Works
4. Maintenance Work on Air Conditioners, Water Supply to Office Buildings and Lifts
5. Project Monitoring, Evaluation and Renovation Works

6. DPDW&S Office Administration

Activities and Actions

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
1.	Estate/Facility Management	1. Property management: Routine inspection or memo from end users.	90 Days		Stated projects inspected, date, usage status, and condition of the projects.
		2. Preparation of report: Inspection of NOUN facilities or memo from end users.			
		1. Make good facilities for use in the university and its environment: Scheduled cleaning and proper waste disposal.	90 Days		1. listed facilities prepared for use within the period under review by name of facility, purpose of usage and date. 2. Listed facilities access were granted by facility, purpose of use, level of access, and date.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)															
		2. Grant access to the use of facilities in the university: Opening of facilities for use and ensure proper functioning of all equipment.																		
		3. Fumigation and Decontamination: 5.1 Memo is written to the director for approval. 5.2 The memo is forwarded to the VC for approval and payment from the bursary Department to the Contractor.	90 Days		Listed fumigation and decontamination by type, location, amount expended, and dates.															
		4. Preparation and payments of municipal bills (water, Electricity and waste disposal): 6.1 After receiving the bill.	90 Days		<p>Listed municipal bills paid by Type (water, electricity, waste disposal), location, amount, date. To be presented in a table format thus:</p> <table border="1" data-bbox="1617 1235 2020 1342"> <thead> <tr> <th>S/N</th> <th>Type</th> <th>location</th> <th>Amount (N)</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S/N	Type	location	Amount (N)	Date										
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S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		<p>6.2 Payment schedule is made and submitted through the director to the management.</p> <p>6.3 Confirmation of payment by the biller.</p>			
		<p>5. Acquisition and valuation of property.</p> <p>7.1 Receipt of memo to carry out Valuation.</p>	90 Days		Listed properties that were acquired and valued by Property type, Location of the Property, Valued amount and Date, Current usage level. To be presented in Table format.
2	Maintenance Works	<p>1. Evaluation of the failure of some building elements, such as roofs, window, wall etc. and partitioning of office spaces: Identification of problems during routine checks/inspections or general</p>	90 Days		Listed properties evaluated for maintenance work by property type, Defect, Recommended repairs, Budgeted Amount, Date of evaluation, Description of maintenance carried out, Actual Amount Expended, and Date. To be presented in a table format.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		<p>complaints from end users.</p> <p>2. Preparation of report as stated above: Analysis of Problems, causes and recommendations.</p> <p>3. Preparation of estimates or bills for submission: Embarking of market survey and adherence to current market prices.</p>			
3	Monitoring and Maintenance of Electrical Works	1. Routine checks of generators: Checking of engine oil, water, and diesel level and battery voltages.	90 Days		Itemised electrical works that were monitored and maintained by Type, Location, Identified Defeat, Action Taken, List of materials used from Main Store, List of Materials Bought, Total

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		1. Servicing of generators: Changing the filters of the generators, washing and flushing of radiators, changing the oil of the generators.			amount spent, Date. To be presented in table format.
		2. Corrective maintenance: Identifying the fault and correcting the fault by changing the faulty part.			
		4. Changing of transformer fuse: Isolation of power from the changeover and replacement of the burnt fuse with a new one.			
		5. Correction of L.T line: Identification of fault, isolation of power on the line and correction of the fault.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		6. Maintenance of electrical appliances in buildings: Identification of faults, (burnt sockets or wire) and replacement of the faulty component.			
		7. New project monitoring and supervision: Visiting the site, monitoring the quality of electrical work been carried out and materials used.			
		8. Installation of generators: Identification of the best location by considering the cost implications and connecting the generator to serve the building.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
4.	Maintenance Work on Air Conditioners, Water Supply to Office Buildings and Lifts	1. Installation/maintenance of air conditioners: Receipt of complaint or identification of faults during routine check.	90 Days		List of air conditions that were maintained by Type, Location, Quantity, Date of first installation, Description of required maintenance, Description of type of maintenance carried out, Date of last maintenance, Date of present maintenance, Cost of maintenance.
		2. Water supply to the buildings/other plumbing works: Receipt of complaint or identification of faults during routine check.			List of supplied water by type, Quantity, location, purpose, cost, and date supplied.
		3. Maintenance/servicing of lifts: Periodic servicing/maintenance as a result of complaints about faults.			List of elevators (lifts) that were serviced or maintained by type, location, defect, description of maintenance carried out, cost, and date.

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
5.	Project Monitoring, Evaluation and Renovation Works	1. Assessment of dilapidations of structures/NOUN facilities: Receipt of complaint or identification during routine check.	90 Days		List of dilapidated facilities assessed by type, location, defect, estimated bills for repairs, actual cost, Completion in line with specification (completed or not completed), date.
		2. Preparation of report on the above: Analysis of documented failures and proffering solutions.			
		3. Preparation of estimates or bills for submission: Application of cost to desired cities.			

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		4. Project monitoring and supervision: Visiting the site to ensure the job is carried out according to the specifications given.			
6.	DPDW&S Office Administration	1. Management of office stationaries.	90 Days		Itemised activities carried out with dates.
			2. Management of office expenses and retirements of all spending.	90 Days	

S/N	Activity (Assigned Task)	Steps (Task Description)	Maximum Days to complete each step	Action by (Name and ID number)	Evidence of completed Activity (Task)
		2. Drafting/typing of letter, memos and reports on the directives of the director.	90 Days		List of letters, memos, and reports typed according to the directives of the director with dates.
		3. Preparation and coordination of all meetings in the directorate.	90 Days		List of meetings coordinated in the directorate within the period under consideration.
		4. Preparation of briefs and agenda for all meetings.	90 Days		List of briefs and meeting agenda prepared with dates.
		5. Despatching and receiving of memos, documents and letters for the directorate.	90 Days		List of memos, letters, documents received or dispatched from the directorate.

Team of Developers

1. Director

2. Arc. Akueshi
3. Arc. Suleiman
4. Engr. Adeshida
5. ESV Kunle Oyetimhin
6. Engr. Igwe
7. Engr. Isah James E.
8. Engr. Akoh Victor
9. Okoronkwo Eze

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